

## TennCare Medical Office Chief of Staff

**Reports to:** Chief Medical Officer, Division of TennCare  
**Position:** Chief of Staff, Division of TennCare  
**Location:** Nashville, TN

### BACKGROUND

**TennCare** is Tennessee's Medicaid program that provides health insurance coverage for 1.4 million low income children, pregnant women, disabled adults, and adult caretakers of children. TennCare, with an annual budget of \$11 Billion, covers about one out of every five Tennesseans and half of all Tennessee births and children. TennCare partners with its managed care organizations to provide integrated physical, behavioral, and long term care to its members. The state administers the pharmacy and dental benefits through its partner benefits managers.

### MISSION AND TEAM

TennCare is committed to improving the quality of health care for its members while maximizing the value of every dollar spent. TennCare has been a leader in innovation through clinical care models and delivery system payment reform. TennCare also sits at the intersection of federal and state health policy. TennCare's Medical Office is integral to this mission with direct input or responsibility into clinical quality and operations, federal and state policy, and strategic clinical innovation for the agency.

Operationally, the medical office is comprised of 6 teams. Overall, the office is responsible for all medical, dental, and pharmacy policies and operations while providing quality and population health oversight. It also administers all medical appeals and oversees provider registration and engagement. Finally, the medical office is responsible for strategic clinical initiatives to improve clinical care and outcomes for its members working closely with providers, the managed care organizations, and other key stakeholders to accomplish this. The **Chief of Staff** will work directly to support the leadership of the Chief Medical Officer and have high visibility and partnership across the Medical Office to support the ultimate goal of promoting the delivery of high quality services within a sustainable budget.

### POSITION OVERVIEW & ESSENTIAL FUNCTIONS

#### Responsibilities will include:

- Support Data Analytics and Policy Research to Guide Medical Office Policy Decisions
  - Lead policy and data analysis to inform key strategic decisions for high impact clinical areas affecting TennCare members. Areas of recent focus include opioid and

- substance abuse treatment and prevention, improving maternal and child health outcomes, integration of oral and physical health.
  - Perform literature reviews to summarize most relevant clinical evidence to inform decision making and policy discussion. Examples of recent initiatives include clinical programs to engage high ED utilizers and readmissions, increasing access to care, pharmacy medication therapy management programs.
  - Develop supporting materials to communicate key findings including powerpoint presentations, policy memos, and data visualization
- Coordinate Strategic TennCare Clinical Initiatives and Policy Development
  - Lead project management across medical office teams to develop solutions, track deliverables, and manage involved stakeholders to solve operational issues
  - Track and maintain inventory of all critical and high priority projects for CMO and leadership team. Ensure timely updates and manage communications across these projects to convey important information to all involved stakeholders
  - Support CMO and Deputy CMO in implementation of Payment Reform programs which include: Episodes of Care, Primary Care Transformation, and Health Link Homes. Payment reform continues to be a strategic initiative across TennCare
  - Independently lead special CMO-initiated projects as assigned that focus on developing innovative solutions to target high needs members
- Team Development and Staff Support Across All Medical Office Teams and Personnel
  - Prepare for and facilitate key CMO and leadership team meetings. Responsibilities include setting meeting agenda, ensuring key meeting participants are informed and prepared, and capturing critical tasks
  - Work closely with Chief Medical Officer to support team development and professional development. Activities include annual team strategic planning retreats, communication training, team-based learning, and leadership development
  - Represent Medical Office at stakeholder meetings to capture and convey important information to medical leadership team. Examples include interagency collaborations with the Departments of Health, Department of Mental Health and Substance Abuse Services. External stakeholder examples include Pharmacy Advisory Committee, TN Initiative for Perinatal Quality Care Collaborative
- Other duties as assigned

## QUALIFICATION REQUIREMENTS

### **Minimum Qualifications and Core Competencies:**

- Masters level degree (MBA, MPH, MPP) or higher; (Exceptional performance with 3+ years in similar role or in management consulting will be considered in place of advanced degree)
- Advanced Proficiency in Microsoft Office including Word, Excel, and PowerPoint

- Highly developed interpersonal, oral, and written communication skills
- Strong organizational, time management, analytical skills

**Desirable Qualifications**

- Experience in management consulting or healthcare policy strongly desired
- Experience with data analytics or health services outcomes research
- Experience in project management

## COMPENSATION

**Salary/Range:** Compensation arrangements are competitive and will be commensurate with the selected candidate's experience and responsibilities of this position. Clinical service and patient care opportunities can also be considered if candidate is interested.

Interested candidates should send resumes to [sandra.duncan@tn.gov](mailto:sandra.duncan@tn.gov)

*Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.*